एटा एक्सचेंज के लिये मंगाया गया था और मोदी नगर के औद्योगिक घराने ने अपने प्रभाव से उन्हें एटा पहुंचने नहीं दिया और उन्हें मोदी नगर में ही लगवा लिया गया था ?

संचार मंत्रालय में उप मंत्री (श्री पी०वी० रंगैया नायडू) : (क) पुरानी प्रौद्योगिकी (स्ट्रोजर एम०ए०एक्स०-II) के प्रयोग के कारण टेलीफोन सेवा कुछ सीमा तक प्रभावित हुई थी ।

(ख) और (ग) जी नहीं । एटा में संस्थापित किया गया उपस्कर मोदी नगर से ले जाया गया था जिसे यहां सरप्लस करार किया गया था । जब यह उपस्कर (1974) संस्थापित किया गया था ; एक दम बेहतर हालत में था और इसने केवल 8 वर्ष तक ही काम किया था जबकि इसका पूर्ण कार्यकाल 20 वर्षों का था ।

(घ) जी नहीं ।

Voice Mail Service

4232. SHRI SURESH PACHOURI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Voice Mail Service has recently been introduced in the capital by MTNL;

(b) if so, what are the details and the salient features of the service;

(c) whether Government propose to introduce such a service in the State of Madhya Pradesh also; and

(d) if so, by when such a service is likely to be introduced in the State and if not, the reasons therefor?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Yes, Sir.

(b) Sir, The voice mail service allows message store and retrieval functions telephonically. This service is useful to telephone subscribers and non telephone subscribers and those on the move, who would like to avail it as an electronic secretary. An electronic mail box will be opened for a voice mail subscriber and any body can send messages to his mail box which can be accessed/retrieved/erased by the subscriber.

(c) and (d) Yes, Sir. The Department of Telecom has invited proposal from registered Indian Companies to award license for operation of these service in various parts of the country. The service in envisaged to be operational within a year of award of license.

Composition of Social Audit Panel

4233. SHRI SURESH PACHOURI: Will the Minister of COMMUNICATIONS be pleased to refer to the answer to Unstarred Question 2755 given in the Rajya Sabha on 4th August, 1992 and state the composition and terms of references of the Social Audit Panel?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): Copies of the Resolutions containing composition and terms of reference of the Social Audit Panel are placed on the Table of the House.

RESOLUTION

Dated: 27th March, 1992

Subject: Constitution of a Social Audit Panel for the Ministry of Communications.

No. 2-3/92-TCO. The Ministry of Communications have constituted a Social Audit Panel as an ongoing mechanism to provide useful inputs in evaluating its social investments in providing telecom and postal facilities especially in rural and semi-urban sector. The rapid pace of growth in these services may also in its wake pose various problems vis-

a-vis the expectation of consumers in particular and society in general, to which effective solutions would have to be found. The panel would provide inputs in finding optional solutions to such problems.

2. The panel may address itself to the following areas of activities.

TELECOM SERVICES

(a) Accessibility to telecom services in rural areas *vis-a-vis* that in urban areas;

(b) Accelerating the functions of Grievances redressel machinery including Telephone Adalats;

(c) The issues relating to socio-economic impact as a result of growth of telecom network.

POSTAL SERVICES

(x) Societal needs that could be satisfied and how the existing Postal Services could augmented, modified to achieve them especially in rural and semi-urban areas.

(y) Lacunae in the present functioning of the postal system *vis-a-vis* fulfilment of societal wants and redressal of public grievances;

(z) Social cost benefit analysis of postal services specially loss making postal products/services.

3. The panel will consist of the following:

(1) Justice P. N. Bhagwati (Retd.) — Chairman

(2) Dr. Bhaskar Rao Eminent Sociologist —Convenor

(3) Mr. Khuswant Singh Eminent Journalist — Member

(4) Admiral S. Chopra (Retd.) — Member

(5) Air Marchal J. K. Seth (Retd.), — Member

4. The Panel may adopt its own procedures and make recommendations. In making recommendations the panel may give consideration to the following matters:

(i) whether the benefit is actually reaching the target groups in the manner intended;

(ii) whether the social resources available are adequately utilised in effective manner;

(iii) whether the extension of network is equitable and productive.

5. The initial period of the panel is upto 31st March, 1994.

6. The non-official Members of the Panel would be entitled to travelling allowances as per Ministry of Finance O.M.No. F. 6(26) EIV/59 dated 5.9.60 as amended from time to time and other facilities necessary for carrying out the assignment.

Sd/-
J. RAMANUJAM,
Joint Secretary to the Govt. of India.

Dated 29th April, 1992.

RESOLUTION

Subject: Constitution of Social Audit Panel for the Ministry of Communications.

The undersigned is directed to invite a reference to Government of India Resolution No. 2-3/92-TCO issued on the 27th March, 1992 constituting a Social Audit Panel for Ministry of Communications under the Chairmanship of Justice P. N. Bhagwati and to say that Shri B. G. Desmukh, former Cabinet Secretary in Government of India has been nominated as

as a Member of the Social Audit Panel. Shri Deshmukh has kindly consented to be a Member of the Panel.

The other conditions contained in the Resolution published on 27-3-1992 shall remain unchanged.

Sd/-
R. Ramanujan

Joint Secretary to the Govt. of India.

Tapping of Telephones

4234. DR. YELAMANCHILI SIVAJI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that telephones of politician, I.A.S. officials and Journalists are being tapped in Andhra Pradesh as reported in the Indian Express of the 22nd July, 1992;

(b) whether there is any complaint from one of the senior I.A.S. officials to his Ministry in this regard;

(c) if so, what are the details thereof; and

(d) what steps have been taken in this regard to rectify the malpractice?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU):

(a) No Sir.

(b) No Sir.

(c) and (d) Do not arise.

Problems of STD subscribers

4235. SHRI S. S. SURJEWALA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether his Ministry has been receiving innumberable complaints from the STD subscribers regarding the inflated Bills;

(b) whether it is a fact that reasons for such bills are defective Bills and metering, misuse by the staff and faulty instrumentation;

(c) if so, whether the subscribers are opting for disconnection of STD on the face of helplessness;

(d) whether Government propose to rescue the subscribers by removing these causes and also to provide relief to the clients, STD users who have been suffered on account of excessive Billing;

(e) whether on account of heavy congestion on the Trunk Lines the subscribers receive the usual reply "there is a heavy traffic on this route, please dial after some time"; and

(f) if so, whether Government propose to add more lines to remove these congestions?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) No Sir, Complaints relating to excess billing were received in respect of only 0.75 per cent of the total bills issued during 1991-92.

(b) These are among the reasons for the excess billing complaints. A proportion of the complaints are, on investigation, found to be not justified.

(c) No, Sir.

(d) The complaints of the subscribers are examined thoroughly and relief is granted to the subscribers where the bills are found to be incorrect. Other measures like:

1. Provision of STD control facility to the subscribers from Electronic Telephone Exchanges to lock or unlock their STD facility.

2. Provision of supply of details of STD/ISD calls to the subscribers.